



The Relay Texas Advisory 'Committee

Highlights of the April meeting

he Relay Terns Advisory Cominitree (RTAC) mer on Fridav April 19, 2002 at the Brown Heatly Building in Ausriii. Texas. Larry Evans. the new chairperson, led the meeting. Ed Bosson welcomed PUC Commissioner Brett Perlman, who was observing the rneering. Ed also welcomed Kris Cue, the newest RTAC member who is reprerenting the Deaf/Blind consumers of Relay Texas. Paul Rutowski of Sprint Relay welcomed Robert Giuntoli, his replacement as Sprint Account Manager for Texas. Below are highlights of rhr meeting.

PUC Report

TVIS Web Based Plarforin: Relay Texas Video Interpreting Service will soon be web-based. Users will log on to WWW.TVISonline.com and will rhen connect to a video interpreting. The main reason for the change from an ILS (interner locator service) to the web-based platform is to gain easier to access to call dara in order to receive FCC tembursements for calls. To use the web based platform, users will have to regirier (one rims) and provide calling information. The web based access should be read! by May 1, 2002. (Note: As of thir writing www.tvisonline.com is not yet available).

Relay Texas Schedule

Starting last month, instead of operating 24 hours, the Austin relay center closes from 11 PM to 7 AM.

IP Relav

IP relay is using your computer (instead of a TTY) to make a relay call. As with TVIS, users connect to the relay agent via a website on the informer. Sprint and the PUC are still discussing IP relay for Relay Texas.

Public Video Sites

John Cage, a TCDHH regional specialist, has been working with various service providers in the Valley to provide Video services for callers to use TVIS. Agencies in Del Rio and Victoria will provide public video conferencing sires for deaf customers. Also, agencier in Austin, Dallas. Housron and Big Spring have or are planning to have public video conference sites.

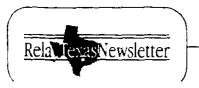
Sprint Report

E Turbo Code: E Turbo Code is a new fearure ar Relay Texas. ETC only works wirh Ultratec TTY's made since April 2002. The caller may dial Relay Texas by pushing one "relay" button on the phone and then types in the phone number of the person they want to call, which is sent to the relay agent. ETC also allows you to pre-set certain dialing info, such as VCO aiid billing information which is sent to the agent. This works well especially if you travel, and are nor calling from your home number.

TCDHH Report

Since the \$35 STAP application fee was waived, TCDHH has been overwhelmed with STAP applications. They processed more in the first 4 months of FY 2002 than they did in all of 2001. TCDHH is requesting 2 more full time sraff from the LRB.

SKSK



Mark Seeger Leaves Sprint

Veteran manager joins CSD

ark Seeger has joined Commiunications Service for the Deaf (CSD) as the special assistant to the CEO (chief executive officer) for strategic planning at CSD. He is a vereran inanager, with more than 19 years of experience in both public and private sectors. Prior to joining CSD, he was a senior markering manager for telecommunication relay services (TRS) at Sprint in Ausrin, Texas. In this position, he supervised a national team of 21 markering managers and was ultimately responsible for several multi-million dollar contracts.

Under his tenure, the Sprint TRS product reached unprecedented ratings and growth in all areas. It is also under his tenure that there were many "firsts" of variety of relay features that helped propel Sprint into being the provider with the highest number of states than any other competitors.

Other experiences include program management and direct

services with the Texas Commission for the Deaf and Hard of Hearing, as well ai professional certification as an ASL interpreter

Seeger earned his Masters in human services administration from St. Edwards University and his Bachelor of Arrs in rnarh education from the University of Texas ar Ausrin. He is rhe recipient of numerous awards and honors including his selection as one of rhc "100 Sprint Heroes". recognized from



Mark Seegei

more rhan 90.000 Employees Company wide

While many of us will miss Mark as a parr of the Sprint/Relay Texas ream, we'll still he seeing much of him as he continues to play a role in relay services in Texas. We wish him the hesr in his new endeavor.

SKSK

IP Relay

Using the internet to connect to Relay Texas

print Inrerner Prorocol Relay (IP Relay) service will be coming to Texas on July 8, 2002. Computer users can now access Relay Texas by going to www.sprintrelayonline.com

What is IP Relay? IP Relay means connecting to 3 relay agent via the internet – all you need is your computer – no special modems or a telephone. All you do is go to www.sprintrelayonline.com and sign in, and you will "char" real rime wirh an agenr, who will make your call like any other standard (TTY) relay call. However, Sprinr's IP Relay will have unique interactive features such as language

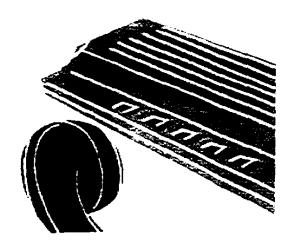
preferences in English, Spanish, and French Creole. and "emotions", such as rhe trademark "I Love You" sign rhar will reduce typing. The wch layout will offer relay users rexr size and color oprions, background color options, splir screen feature, ability to clear rhe screen, and utilize macros such as **GA** and SK. There will be dialing instructions, online help, and connection capability to Sprint Relay Customer Service. You will also be able to send our emotions (happy face, kiss, etc.) to convey your emotions.

SKSK

Ediror's note: The latest news is rhar MCI now provides IP Relay ar rhis address: www.ip-relay.com; Hamilton, and AT&T will also be able to provide IP Relay in Texas in rhe very near future. This means once all of rhese vendors start providing IP Relay you will have four choices to choose from to provide IP Relay!



ANSWERING MACHINE RETRIEVAL TIPS



f you use a TTY and have voice mail or an answering machine ar your home or office, you can call Relay Texas using your TTY io retrieve your voice messages. You will only need one phone line and a regular relephone handset. The TTY must not be direct connected.

Call Relay Texas and type, "PLS USE AMR GA" or "I WANT TO USE ASS MACH RETRIEVAL GA". You do not need to give the agent a number to dial, because the answering machine is at your same location. The agent will instruct you io "PLS PLACE UR HANDSET NEXT TO ANS MACH AND TURN ON CA". The agent hears the play back through the telephone handset. You will need to play back ALL the messages to the agent. When the play hack is finished, place your handser hack on the TTY and type "GA". The "GA"informs the agent you are ready for the messages to be typed. The agent will type all the messages to you.

VOICE MAIL SYSTEMS

f you are calling from a TJY to pick up voice messages from a "voice mail" sysrem (such as Sourhwesrern Bell's Call Notes) or a PBX mailbox system, the agent will need a number ro dial, plus your PIN or access code. Before the agent dials, inform the agent of the instructions to access the sysrem. Provide the commands to enter/press to pick-up new messages. You may provide instructions to save or delete your messages. The agent will understand that you want to "pick up of ger messages" from rlie information you give, but it's a good idea to make sure the agent understands complicated instructions before the call is made.

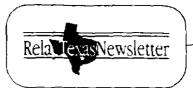
TIPS FOR AMR and VOICE MAIL

rovide rhe agenr with clear instructions. Try not to mix **up** AMR and Voice Mail sysrem instructions when informing rhe agenr you want to ger messages. The relay agenr handles AMR and "Voice Mail" very differently.

To rhe relay agenr AMR means "Answering Machine Retrieval" and since rhe answering machine is ar your same locarion. the agent does not need a number to dial.

To the relay agent "Voice Mail" or "get my messages" means that you will instruct rhe agent to dial a number and give rhe agent an access code or pin number and entry commands to pick up rhe messages.

SKSK



Infrastructure Changes **Example Changes** **Exa

oberr Giuntoli, rhe new Account Manager for Relay Teras was transferred to Texas last March 18th. He has more rhan 10 years of experience in the Telecommunications Relay Service industry. He was involved with the implementarion and outreach of Wisconsin Telecommunications Relay Service in 1992 with Society Assets, Inc. as a Customer Service Representarive. In 1995, he was hired by MCI as a Program/Center Manager for Florida Relay Service. In late 1998, RG joined Spring as an Account Manager for Relay Sourh Carolina and the Florida Relay Service. After his recent relocation to Teas. he is looking forward to meeting you all and share inforinarion on new services and fearures Sprinr is offering for Relay Texas. Some examples of new features and services are E-Turbo, VCO-Direct, and IP Relay (Internet Relay). RG is currently working on rhc srare-wide Relay Ambassador Program to educare the public and new users abour TV1S (Video Relay).

Congratulations RG!

If you have any questions about Relay Texas, the best way io reach RG is by email at robert weginntoli@mail.sprint.com. If you don't have ernail, you can call him at i.800.578.6275 TTY or leave a message on his voice mail at 512.873.1055. His office is located at the Sprint Relay Center in Austin

We will certainly miss Paul as our account manager, yet give a big, warm Texas welcome to Robert aiid look forward to working with him.

SKSK

Editor's note: It is interesting to note that three Texas account managers - all otrhem since 1990; Mark Seeger. Brandi Rarus, and Paul Rurowski - have moved up to higher positions. Loob like Texas is a good training site for promotions for Sprinr employees.



Robert "RG" Giuntoli

aul Rurowski, Sprinr Relay Texas Account Marager since December 1996, has moved up to rhe position of Cusromer Relations Manager - Eastern Division. He is now responsible for a ream of Account Managers in the eastern half of the United States. His ream consists of Account Managers for Connecticut, Florida, Minnesota, Norrh Carolina. New Hampshire. Nevada. New York, Ohio, South Carolina, Texas, rhe Federal Relay Service. and Puerro Rico. He will also be overseeing Sprint's recently acquired account with Vermont. His office will remain in Ausrin, Texas ar the Sprinr Relay Center where he will be communicating with his ream and overseeing rhe development of new services such as nation wide video relay service and interner relay.

Congratulations Paul!



Paul Rutowski



Long-Standing Member of RTAC Honored

n Friday. April 19th. rhe Relay Texas Advisory Committee honored Eileen Alter, who, after 13 years of service to the committee, decided to srep down to spend more time with her family and her growing business.

Eileen began her journey wirh relay services in 1988, while serving as an intern ar the Texas Commission for rhe Deaf under rhe supervision of Larry Evans. Relay services were just starting to come of age. and local Deaf citizens were beginning to advocare for a stare-wide relay service in Texas. Eileen was given the assignment to research relay services around rhe nation and decided to make this research her Master's thesis. Her research included which states had or had begun to fund a 24 hour relay service, including their call volumes and financial data. Her report also made suggestions regarding establishing a relay service for Texas, including consumer needs, (such as confidentiality, well trained operators, and emergency call assistance), funding, policy developnient and technological needs.

Once local Deaf lenders began lobbying for relay services in Texas, they shared Ms. Alrer's research project report with legislators and Eileen begin lobbying for services as well. (She was also pregnant at the rime!) As many of you know House Bill 174, sponsored by Senaror Cher Brooks. also referred to as "The Relay Bill", passed in 1989 aiid Relay Texas opened its doors on September 1, 1990. The rest, as they say, is "history".

Many of us believe rhar Eileen's research, commitment and dedication to relay services for Texans had a huge impact on rhe passage of House Bill 174. Her commirment and dedication had continued for 13 years, as she was the first person to become a member of the Relay Texas Advisory Committee in 1989. While we know that she'll always keep

an eye on Relay Texas, we'll cerrainly miss her presence, inpur and her smile at our meetings.

Eileen, we salute you and thank you very much for your involvement!

SKSK



Eileen Arter



PUBLIC UTILITY COMMISSION OF TEXAS

Rebecca Klein, Chairman Brett A. Perlman, Commissioner

PUBLIC UTILITY COMMISSION STAFF EdBosson, Relay Texas Administrator

Lisa Kriger Anderson. Relay Teras Assistant Lane Lanlord. Executive Director (512) 936,7000 (V) (512) 936,7136 (TTY) 1701 N. Congress Ave., Austin, TX 78711

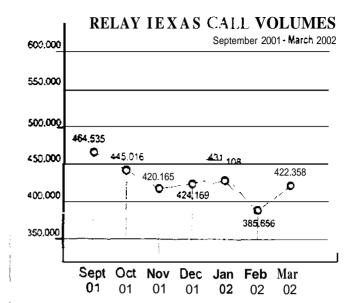
RULAY TEXAS ADVISORY COMMITTEE Larry Evans, Chairperson

Hector Brual (OPUC) David Coco (TCDHH) Kris Cue (TD8A) Man Martinez (TAD) Jack Clifton (TCDHH) Larry Whitworth (TDC) Joseph Acosla (STAP)

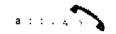
Candice Clark (TTA) Kathy Westberry (CTD) Karen Greeton (CTD) Herman Harrison (TTA) Lynn Stroud (SHHH) Sandra Murgia (STAP) Vacant (Consumers Union)

SPRINT

Robert Giuntoli, Account Manager 1 (800) 578-6275 (TTY)



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3,800 Relay 15

1 800 735 2989 (TTY)

1321 Rutherford Lane

Suite 120

1 800 735 2988 (Voice)

Austin, Texas 78753

1-800 Relay UV

www.puc.state.tx.us Email: relaytx@pac.suite.tx.us

1-800 Robie X1

1-800-662-4954

1 TRS VCO 1RTX

Spanish Translation

1 877 826 1789 (VCO)

1 800 735 2991 (ASCII)

ISDN: 1-866-786-3681 or 1-866-786-3682

1-400-230-2303

Texas Video Interpreting Service

(To Make a 900 Call)

Noice: 1-866--186-3684

1-8***-826-660** Speech to Speech

IP: ils deafontine.com

1-5***-826-6608

Speech-to-Speech/VCO

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Welcome to Relay Texas and STAP



Vision:

To allow compressive access to the telephone network by Texans who are telecommunicatives, challenged (deaf, deaf-blind, hard-of-hearing or speech-impaired), and to allow hearing persons a way to contact persons with these disabilities.



- 7-1-1 (New short cut to reach Relay Texas Best for TTY, Voice, and ASCII Users)
- 1-800-RELAYTX(TTY)
- 1-800-RELAYX1 (ASCII)
- 1-800-RELAW (Voice)
- 1-877-VCO1RTX (VCO)
- 1-800-662-4954 Spanish (relay, translation)
- 1-877-826-9438 Reduced Typing Speed (Slower typing speeds for deaf/blind or visually disabled)
- 1-877-826-6607 Speech-to-Speech
- 1-877-626-6608 Speech-to-SpeechNCO

The PUC administers Relay Texas. a program in which agents interpret telephone calls between people who can hear and those who are deaf, deaf-blind, hard-of-hearing or speech-disabled. In addition, the PUC and the Texas Commission for the Deaf and Hard-of-Hearing work together on the Specialized Telecommunications Assistance Program to help persons with disabilities buy equipment to enable them to communicate over **the** Dhone.

Relay Texas Customer Database Profile Form and Instructions.

Instructions are only for calls placed through the Sprint Relay Service. **Relay Texas**

STAP

What is Relay Texas?

What is STAP?

Freauently Asked Questions

Freauently Asked Questions

Relay Texas Features

Becoming a Vendor

Speech to Speech Reauest for Proposals

STAP Application & Instructions

ASCII Split Screen _ Directions for Use

Chanae of Mailing Information for STAP Vendors

Dial 7-1-1 for Relay!

STAP Reaistered Vendors

Texas Video Interpreting Service

Email Forum for STAP Vendors

RT Newsletter Articles

Relay Texas Advisory Committee

Relav Texas Call Data

Universal Service Fund

Relav Texas Advisorv Committee

Legislation

Universal Service Fund

STAP Law (Revised June 2001)

Legislation

STAP Law (Original 1997)

Relay Texas Law

STAP Law (Amended 1999)

Confidentiality Law

Contact Info:

Relay Texas - contact Ed Bosson at 512-936-7147 (TTY) or ernail relaytx@puc.state.tx.us.

STAP - contact Lisa Kriger Anderson at 5 12-936-7148 (V/TTY) or ernail lisa anderson@puc.state.tx.us.

Last Updated. 08/20/02

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Relay Texas Rules of Laws Telecommunications PUCT Home

Help Fexas Choice State of Texas Line II.

Compact with Texans

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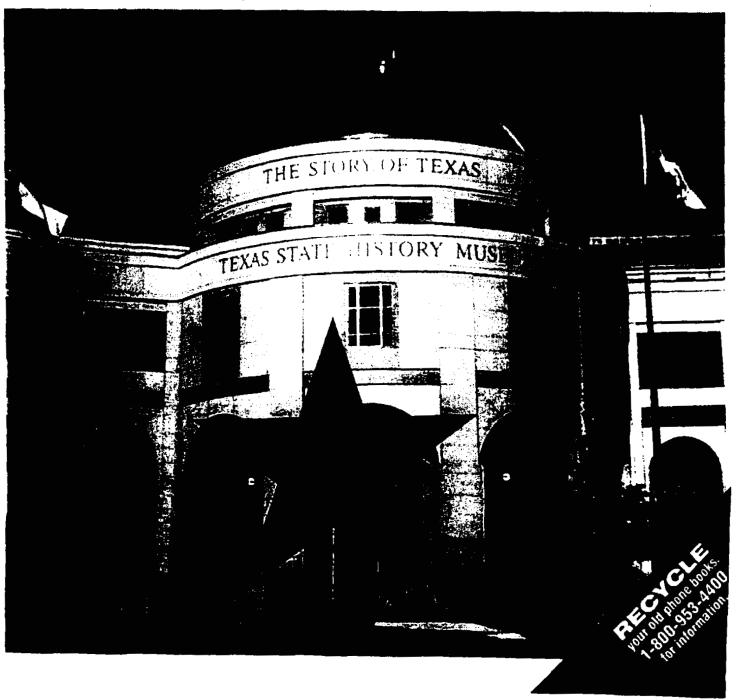
For site issues and suggestions please contact. wep@puc.state.tx.us

http://www.puc.state.tx.us/re)ay/index.cfm



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How To Reach Southwestern Bell



Southwestern Bell EasyOptions® Services Instructions

(Call Waiting, Call Forwarding, etc.)

Southwestern Bell Directory Assistance



For local numbers	Dial 1-411
For long-distance numbers	Dial 1-411
For Area Codes	Dial 1-411

or stolen, please notity us as soon as possible . . . 1-800-438-LOST (1-800-438-5678)

Southwestern Bell directories far other areas may be ordered for an additional charge

1-800-545-6005

1-800-397-3172

1-800-855-1155

Before you dig or drill on your property, please call Texas One Call

For after-hours emergencies only, call our Repair Service Center.

check The status of your home bill, or report trouble on your line

To order custom calling leafures for your home, find out aboutour products

to avoid damaging your telephone and other underground lines.

Remember, it's the law, call 48 hours before dipoing

(Instrucciones son disponible en Espanol)

For additional copies of your local

Ifyour Southwestern Bell Calling card is lost

For Operator **assistance** (TTY number)

your Southwestern Bell alling area, call 1-800-397-3172 (TTY)

For all matters, including repair, relating to your phone Service (TTY number)

Southwestern Bell Directories











TTY Service Center

For hearing-impaired or speech-impaired customers

TTY Message-RELAY TEXAS

For communication between TTY users and hearing persons

Answered 24 hours by trained personnel

4

Effective starting 2/28/01 Telecommunications Relay Services dial 711

For information on how your directory listing can reflect that you use a TTY, or for special rates on TTY calls within

There is no extra charge for this service. Calls placed to destinations within the state or Texas will be bitled at a discounted rate. Long distance calls placed through RELAY TEXAS will be bitled at the rate of the carrier selected by the Public Utilities Commission to provide this service.

Internet Address

Visit Southwestern Bell on the internet www.swbell.com

4

www r\$vbell.com



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MAY 2002

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Cailing Assistance for People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Services (TRS). Through the TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones. TRS communication assistants relay telephone convenations verbatim simulcancously between TTY users and non-TTY users. Relay Texas operates 24 hours a day, seven days a week. Employees of the relay service are not allowed to disclose any information received during the relay of the call. Calls made through the relay service are confidential. Operators relay entire conversations, leaving nothing out. There is no charge to use the relay service. Discounted rates may apply to calls placed to telephone numbers within your LATA. Calls to relephone numbers outside of your LATA will be billed at the long-distance provider's regular rates. (Please see page 20 for LATA information.)

The numbers for Relay Texas are 7 1 1 and toll-free 1-800-735-2369 for TTY users. If you do not have a TTY, but want to use Relay Texas to call someone who does, call 7 1 1 or 1-800-728-2988. If you are using the relay service to make a longdistance call, tell the operator which long-distance company you want to handle your call. Some long-distance companies have their own access numbers for relay services. Contact your long-distance provider for more information. Customers with TTYs can use Relay Texas to call their local telephone service provider. Here's how: Call Relay Texas at 7 1 1 or 1-800-786-2889. Tell the operator the number you wish to call. (Please see pares 2-7 for a lies of common and have

Using a Text Telephone (TTY) device, someone with hearing or speech disabilities can call the TTY Communication Assistance Operator, toll-free, at 1-800-865-1188 for assistance. Calls to this number are free, but long-distance and operator assistance charges will apply. The TTY operator can help with:

- Operator-Assisted Calls
- Collect Calls
- Calling Card and Third-Number Billing Calls
- Person-To-Person Calls
- Directory Assistance Requests
- Calls From Motels and Hotels
- Line Interruptions
- Busy Line Verifications

Customers with certain disabilities may be exempt from Directory Assistance charges. They may also qualify for special rates on out-of-area direct-dialed and station-to-station calls. For more information, call your local relephone service provider.

Long-Distance Calling

Use area codes when making calls to locations outside of your local calling area. Refer to the listings starting on page 22 to locate the area codes you need. If the city you want a not listed, contact your long-distance provider.

Motor If the number you are calling is within an overlay area code boundary, you need to dial "1" + area code + number on all ione-distance calls.

To make a long-distance call without operator assistance, dia "1" + area code + number. You can save money by dialing your calls direct without involving the operator. Charges for long-distance calls are set by your long-distance provider. Contact your provider for information about rates and discounts.

To use your calling card, dial "0" + area code + number. You will hear a special tone indicating you should enter your calling eard number. If you are calling from a rotary phone, wait for the operator to come on the line to assist you.

For operator assistance, dial "0" + area code + number. When the operator answers, explain the type of call (listed here) you want to make. Charges for operator-assisted calls begin once the operator connects you to the person you are calling and leaves the conversation. These charges are in addition to the direct-dialed rate for the call. You can ask the operator to tell you the time and charges for the call.

Station-to-Station: Call stationto-station if you want to talk to anyone who is likely to answer the phone at the number you're calling.

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Area Code 915 March 2001

Including Listings for & Distribution to

Alamito

Big Bend National Park

Big Canyon

Calamity Creek

Comstock

Heath Canyon

Lajitas

Langtry

Presiding. Redford

Sanderson

Sheffield

Six Shooter

Terlingua

Also Including Listings For:

Mpini

Fort Davis

Tort Stocktonso

Iraan

Marathon

Marta





ICY Phone Numbers (Cont.)

SHERIFF	AMBULANCE
915 639-2251	915 639-2311
	Or 639-287 I
915 371-2336	
915 292-452 5	915 2924533
915 386-4221	915 386-4221
915 729-4848	915 729-4848
915 229 3764	9[5 229.3273
Or I 800_729-4308	
915 345 2525	
915 836-4414	915 836-4555
915 336-3521	915 336-8525
915 371-2336	
915 467-2881	

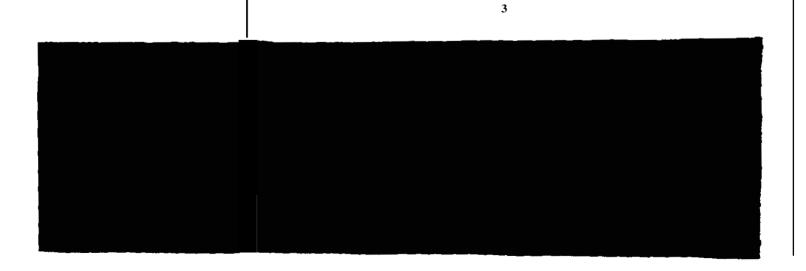
La 700, 800, 888 or 900 number from your opany you have called and may be available to

sone number quickly summons emergency i-1, your telephone number (including non-one a viewing screen located at the 9-1-1 lay of the calling number and address enables is disrupted by the crisis.

Brewster County Crimestoppers	1 915 837-3333
Family Crisis Center of Big Bend. Inc.	I 800 834-0654
FBI (Midland) If no answer call El Paso	I 915 570-0255 I 915 832-5000
Mental Health Crisis Hotline	I 800 542-4005
National Response Center to Report Toxic Chemical and Oil Spills (Voice/TTY)	1 800-424-8802
National Youth Crisis Hotline	I8004481663
Poison Center	1 800 764-7661
	or I 800 POLSON-1
Relay Texas	
Voice Toll Free Dial I & Then	800 735-2988
Customer Service Toll Free Dial I & Then	800 676-3717
TDD Toll Free Dial & Then	800 735-2989
U.S Border Patrol	I 915 837-3550
	915 729-4353
U.S Secret Service (Midland) If no answer call IL Paso	1 915 682-990 0 1 915 533-6950

Social Services Referral Helpline Linea De Referimiento Pan Servicios Sociales

County	Agency	Ciry	Number
Terrell	Community Resource Coordinator	Sanderson	915 345-2888
Brewster	Texas Department of Health	Alpine	915 837-5571
Pecos	Pecos County Memorial Hospital	Fort Stockton	915 336-2241 ext 136
Reeves	Community Council of Reeves County	Pecos	915 447-4913
Jeff Davis	Jeff Davis County Judge	Fort Davis	915 126-3968
Presidio	Texas Department of Health	Marfa	915 729-4275
Val Verrie	Texas Department of Human Services	Del Rio	830 774-3661



inc. be prepared to provide the following informey, and the location of the incident. Please or a 9-1-1 dispatcher outside of your area.

Texas Weighted ASA:





Go Ahead.



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WHAT EQUIPMENT DO I NEED TO USE RELAY SERVICE?

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CUSTOMER DATABASE PROFILE

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1-800-735-2989

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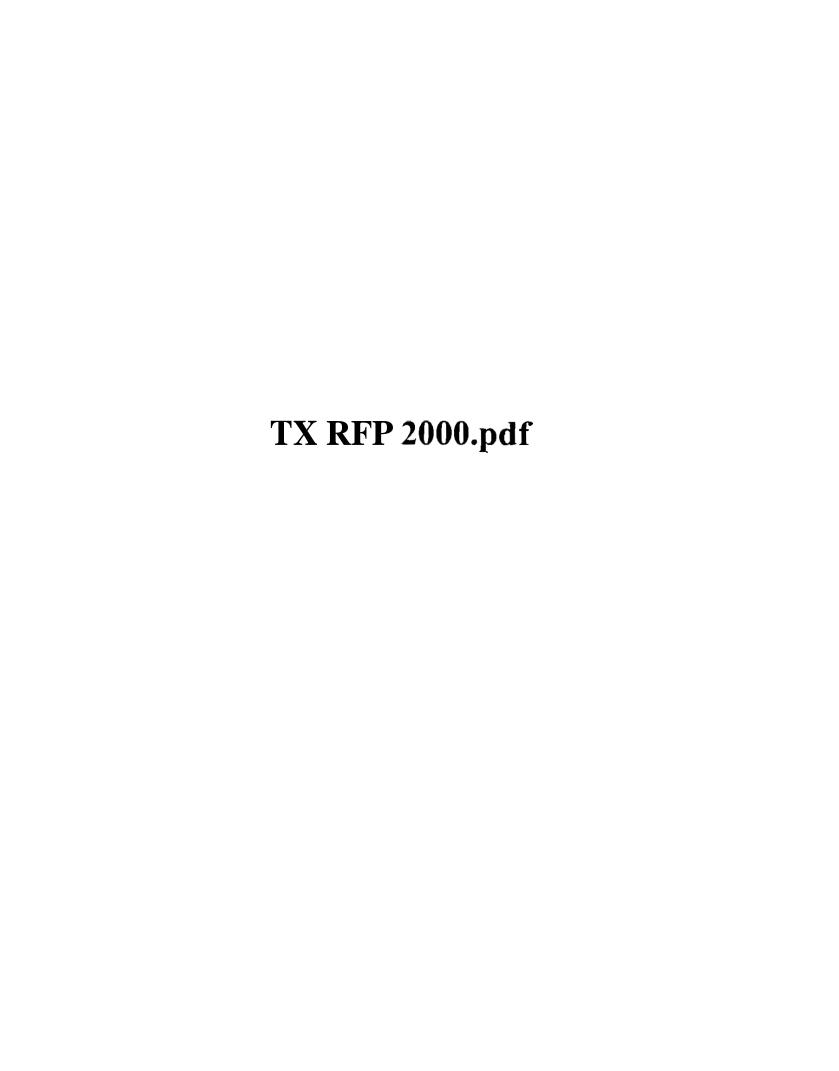
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REVISED 1

Project No. 20283 Request for Proposals to Provide Telecommunications Relay Service in Texas

GENERAL INFORMATION

The Public Utility Commission of Texas (PUCT) is requesting two (2) proposals for the provision of telecommunications relay service (TRS) in Texas to start on September 1, 2000 for a five-year contract term. TRS provides telephone-interpreting service for people who can hear, and those who are deaf, hard-of-hearing, deaf-blind, or speech-disabled. TRS makes it possible for persons with a hearing or speech disability to use special equipment to be able to communicate with hearing persons without special equipment or with other persons with special equipment (e.g. oralist using voice-carryover conversing with a deaf person using a telecommunications device for the deaf (TTY)). TRS shall be available for all Texans at all times (24 hours a day, 365 days a year). Relay users shall be able to place TRS calls from their primary location and locations other than their primary locations and shall be able to utilize alternative billing arrangements. The TRS shall provide access to the telecommunications network equal to that provided to other users. as required in compliance with the Request for Proposal.

I BACKGROUND INFORMATION

The Texas Legislature authorized Telecommunications Relay Service (TRS) in 1989 to provide persons with hearing loss and speech disability access to the telecommunications network in Texas equal to that provided hearing users. The Legislature specified that the TRS shall be statewide in nature and that it begin providing service on or before September 1, 1990. Only one telecommunications carrier shall provide for the uniform and coordinated provision of the service on a statewide basis. However, recent legislation² provides that the PUCT can seek services from another vendor if the incumbent vendor is unable to provide a special feature determined to be a desirable addition to Relay Texas. Eighty percent of inbound relay calls must originate in the Texas TRS center(s), and up to 20% of relay calls can be rerouted to the TRS Provider's relay centers in other states. Special features can be provided in Texas or other states if doing so provides the best value to Texas.

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¹ The RFP has been revised as a result of the recent Bidders Conference A strikethrough indicates language that has been removed, and underlined words indicates new language

² TEX UTIL CODE §56 1085 (As amended 1999)

Using a competitive bidding procedure, the first telecommunications carrier was selected to provide a five-year service contract. Texas's TRS, named Relay Texas, commenced on September 1, 1990. Additionally, Title IV of the Americans with Disabilities Act of 1990 requiring all states provide TRS effective by July 26, 1993. A Request for Proposal was initiated again in the winter of 1994 for the September 1, 1995 through August 31, 2000, contract term. The TRS contract is based on a five-year term. The current contract will expire on August 31, 2000. A Request for Proposal will be released to consider new proposals for the new term, September 1,2000 through August 31, 2005.

I. I Data Information (see Attachment A).

Attachment A is provided to assist the bidders in preparing pricing information. It contains monthly call volumes (by device) from October 1997 – August 1999.

Disclaimer: Since this data is historical it should not be used exclusively to determine future pricing, since new technology or services set forth in the Request for Proposal may alter call volume patterns.

1.2 Reauest for Proposal Available on Internet.

The Request for Proposal is available to download from the Electric Business Daily site at: http://www.marketplace.state.tx.us/1380/default.cfm or by written request to:

Ed Bosson Public Utility Commission of Texas William B. Travis Building I701 North Congress Avenue Austin, Texas 7871 **1-3326**

2 ACTIVITY PLAN

Bidders should be aware of the anticipated schedule of activities to ensure that the processes are followed in a timely manner.

2.1 <u>Anticipated Schedule of Activities.</u>

Release of Request for Proposal Copies	November 5 , 1999
Notice Published in Texas Register	November 5, 1999
Written Questions Due to PUCT	November 15, 1999
Bidders Conference	December 2 , 1999
Letters Of Intent Due	December 6, 1999
Proposals Due Post-Proposal Queries 3	January 14, 2000 January 14, 2000 - March 15, 2000

³ These queries will be made to individual bidders for clarification of items in their proposals The answers will be kepi confidential and will not be for public release

Contractor Selected	March 15, 2000
Contract to be Negotiated	March 15, 2000 – April 30, 2000
Implementation Date	September 1, 2000

Disclaimer: Dates are subject to change. The PUCT will notify bidders who have filed letters of intent or requested written copies of the RFP of any significant changes. Dates for the selection of a contractor may be announced earlier than the dates stated.

2.2 <u>Bidders Conference Ouestions.</u>

Bidders are encouraged to submit written questions by November 15th 1999 to allow the PUCT staff adequate time to prepare responses to be provided at the bidders conference. The questions should be filed in Central Records in Project No. 20283 to the attention of Ed Bosson. Questions will be taken during the meeting, but may nor be answered then. Questions not answered at the meeting will be answered in writing. All questions and answers will be made public and the data gathered from the meeting will be published on the PUCT WEB site – www.puc.state.tx.us.

2.3 Bidders Conference.

Bidders are encouraged to attend a pre-proposal conference to be held at the Commission's offices, 1701 North Congress Avenue, Austin, Texas on December 2 beginning at 9:00 am. The meeting will be held in Hearing Room Gee on the 7th floor. Please call 5121936-7148 (Voice or TTY) to confirm the place, time, and date

2.4 <u>Letters of Intent to Submit Proposal.</u>

Bidders who intend to offer a proposal are encouraged to submit a letter of intent to the Commission by close of business December 6, 1999. The letter shall be filed in Central Records under Project No. 20283

Those who do not submit a letter of intent are still entitled to submit a proposal by the due date, January 14, 1999. However, those that do not submit a letter of intent are not guaranteed to receive any Request for Proposal updates or follow-up answers from the pre-proposal conference during the period between December 6 and January 14, 1999.

3 ADMINISTRATIVE REOUIREMENTS

3.I Sole Point of Contact.

This Request for Proposal is issued by the Commission, which is responsible for selecting the contractor to provide statewide TRS in Texas and for administering the service. The Commission is the sole point of contact in the State of Texas for issues regarding this Request for Proposal.

3.2 Comuensation to the Selected Contractor.

3.2.1 Universal Service Fund.

The contractor shall be compensated for providing statewide TRS in Texas at the prices, terms, and conditions established in its contract with **the** Commission. Funding for the TRS comes from the Texas Universal Service Fund (TUSF). The TUSF administrator will make monthly payments under the contract terms after approval of expenses by the Commission. Unless otherwise approved by the Commission, payments will be made based on the terms of the contract.

3.2.2 "At No Additional Cost" Statement.

Use of the term "at no additional cost" in the Request for Proposal is intended only to emphasize that certain equipment and services **are to** be furnished at no additional cost to the TUSF. It shall not be construed to mean that provision of other equipment and services within scope of the contract but not expressly identified, as being no additional cost, shall entitle the contractor to additional compensation.

3.2.3 Session Minutes.

Prices for the service shall be relay agent usage sensitive and shall be calculated on a **per** minute basis of usage. Compensation shall be based on relay agent work time. Relay agent work time is from the receipt of dialing information at the first point of the TRS network relay station (not at the first switch point of the TRS network, unless that relay station is the first switch point) when the agenr is ready to render assistance and/or ready to accept information to process the relay call, to the point at which both the caller and called parties disconnect. These times will be referred to as Session Minutes. "Session Minutes." must be

rounded to the nearest tenth of a second for each relay call. "Session Minutes" must be timed to the tenth of a second (or less) for each relay call. The total for the 24-hour section can be rounded up to the nearest second.

3.2.4 One Postalized Rate.

Only one Postalized Rate for a five-year term will be considered. This rule also applies to separate pricing of mandatory-optional and desirable services.

Note: In determining postalized rates for mandatory-optional or desirable services, there shall be no "minimum minutes" required in providing the service with the rates.

3.2.5 Unbillable and Uncollectible Relay Calls.

In calculating the postalized rates, the bidder may include a return on the investment required to provide the service and compensation for unbillable and

uncollectible relay calls placed, provided that the cost of unbillable and uncollectible calls shall be subject to a reasonable limitation as determined by the Commission. Contractor will need to report this in the monthly invoice.

3.3 Discrepancies, Exolanations. and Clarifications.

Should a bidder find ambiguities or discrepancies in the specifications of this RFP, or should there be doubt as to the meaning or intent of any section or subsection herein, the bidder must request clarification from the PUCT contract administrator prior to the deadline for submitting proposals. Failure to request a clarification prior to the proposal due date will bind the contractor to the PUCT's interpretation of the contract at no additional cost to the state.

3.3.1 Conflict Within Contract. Contract Modification. and Request for Proposal.

In the event of a conflict between provisions of the contract documents, the controlling provisions shall be in this order: first, those of the contract, including contract modifications; second, those of the Request for Proposal; and third, those of the contractor's proposal.

3.4 Penalty Formula for Average Speed Answer Criteria.

The monthly report will show a 24-hour average speed of answer (ASA). **Any** day (24-hour period) that exceed the required 3.3 ASA will result in liquidated damages. The procedure will determine the percentage of the ASA that is over the required average by dividing 3.3 by the ASA in any day that the ASA exceeds 3.3 second. Once the percentage is determined, **we** will multiply the percentage by the base penalty of \$10,000. Then the days in violation will be totaled to determine the monthly penalty. The penalty amount will be deducted from the invoice. See Attachment J for the formula in determining the liquidated damages assessment and exemplar data along with the explanation of the formula. Penalties will not be assessed for days in which acts of God *or* system or network breakdowns that are not the fault of the TRS provider cause the ASA to exceed the 3.3 average. The burden is on the TRS provider to show cause why the penalty should not be assessed.

4 CONTENTS OF PROPOSAL

4.1 Two Proposals Required.

Two proposals in response to this Request for Proposal will be required: One proposal will offer one price per minute (ppm) that includes all mandatory and mandatory-optional services. The second proposal will provide one ppm for mandatory services only, and provide separate pricing for mandatory-optional services. The desirable services will be priced separately for both proposals. See Section 7, Service Categories. for definition of mandatory, mandatory-optional, and

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⁴ Substantive Rule Cite: §26.414 (c)(3)(C)(ii)

desirable.

4.2 Prouosal Description and Reouirements.

The contracted carrier **must** provide telecommunications relay service as specified in Texas Utilities Code Subchapter D, Section **56.10**1, the Commission's Substantive Rule §26.414, and **47** C.F.R. Section 64.605 regarding intrastate telecommunications relay service as well as specified in the Request for Proposal.

4.3 Cover Page (see Attachment B).

Proposals should include a cover page which clearly states the name of the company and the name, address, and telephone number of the bidder's account manager who may be contacted regarding the proposal. The cover page should be the first page of the proposal whether as pan of the bound proposal or otherwise.

4.4 Technical Component.

The bidder must describe clearly, specifically, and as completely as possible, the technical design for carrying out the requirements of the Request for Proposal. The proposal must communicate an understanding of the tasks to be performed, and identify potential problems in carrying out the tasks, and methods to identify and **solve** such problems. Provide a chart outlining a step-by-step relay call procedure as it passes through necessary points.

4.5 Management Comuonent.

The bidder must provide satisfactory evidence of the capability to manage and coordinate the types of activities described in the Request for Proposal and to provide the service in a timely manner. To provide information on qualifications to accomplish the described service, bidders must include in this section the following information:

- 4.5.1 An organizational chart of the company;
- 4.5.2 Indications of the ability to perform the service described in the Request for Proposal. Any prior years of experience for the services specified in the Request for Proposal;
- 4.5.3 Names of staff member(s) who will direct the overall relay service program (account manager) throughout the duration of the contract as well as those of staff members who will coordinate major activities during the contract. (An appendix to the proposal must contain resumes of project staff members.) If the bidder plans to use external consultants or Subcontractors, a staff organization and resumes of consultants and/or subcontractors must be included.

Final RT-Request for Proposals – Projeci 20283 Scprember I, 2000 – August 31,2005

- i. The Relay Texas Account Manager must be stationed at a relay center in Texas.
- 4.5.4 If the bidder uses one or more subcontractors to perform the work or parts of the Request for Proposal under the contract, the bidder must include documents pertaining to demonstration of good faith effort to do the work. Specifications of the expected percentage of work, if any, to be subcontracted should be noted.
- 4.5.5 Persons (bidders, their staff, or sub-contractors) who have been employed by the PUCT or by other state agencies in the **last** 12 months **are** not eligible *to* bid and persons who have not worked for the state in the **2** previous years must disclose this fact in the proposal:
 - i. The nature of previous employment with the state agency;
 - ii. The date the employment was terminated; and
 - iii. The annual rate of compensation at the time of termination of employment.

4.6 Bidder's Financial Information.

The proposal must include the indicators of financial stability such as:

- The most recent Annual Report and SEC 10K and 10Q forms.
- To the extent available, any investment advisory and rating agency reports issued during the past year.
- For companies or subcontractors not followed by Value Line, financial statements covering the past five years.

4.7 Contracts Exceeding \$100,000 Terms.

For contracts exceeding \$100,000 and where one or more subcontractors will be used to perform the work under the contract, the contractor must make a good faith effort to award subcontracts to historically underutilized businesses (HUBs) in accordance with the following percentages:

33% for all service contracts which are not professional service contracts.

The contractor shall be presumed to have made a good faith effort in awarding subcontracts to HUBs by complying with the provisions in Attachment C of this request for proposal. Attachment C will be incorporated into the contract between the PUCT and the selected contractor (General Services Commission rules, Chapter 111.1

The contractor shall buy Texas products and materials when they are available at a comparable price and in a comparable period of time. This requirement applies to all contracts whether state funded or federally funded (H. B. 1, Article IX, Section 48).

Identification of the contractor and any subcontractors as HUBs as described in

Section 4.8 of this RFP. Specification of the expected <u>percentage</u> of the total contract value, if any, to be subcontracted and the percentage to be subcoritracted to HUBs. Use Attachment D, Identification of Proposer as a HUB and Proposed Subcontracts, to provide this information.

4.8 Historically Underutilized Businesses (HUBs)

- Historically underutilized businesses (HUBs) as defined in V.T.C.A., Texas Government Code, Section 2161.001 (see Attachment C) are encouraged to submit a proposal for the services requested in this RFP. The PUCT may choose to <u>subcontract</u> any portion or all of the services to historically underutilized businesses. As indicated in Section 4.7 of this RFP, the proposer must indicate in the proposal whether it is a certified HUB and must specify in the proposal if any portion or all of the services will be subcontracted. Also, indicate the <u>percentage</u> of the total contract award that will be subcontracted and the percentage to be subcontracted to historically underutilized businesses. (Use Attachment D, Identification of Proposer as a HUB and Proposed Subcontracts, to provide this information.) Refer to Section 4.7 and to Attachment E G in this RFP for additional requirements pertaining to contracts greater than \$100,000.
- ii. Proposers that are certified as a HUB with the General Services Commission must attach a copy of the certificate to the proposal. Proposers that are not certified and who wish *to* become certified should call the General Services Commission Business Services division at (5 12) 463-5872 or write GSC (HUB), P. O. Box 13047, Austin, TX 7871 1-3047 to learn about the requirements for certification.

The proposer should also relay this information to any potential subcontractors who wish to become a certified HUB.

iii. As specified in Section 4.7 of this RFP, for proposals exceeding 6100,000 and where one or more subcontractors will be used to perform the work under the contract, the contractor must demonstrate a good faith effort in subcontracting with HUBs. Refer to Attachment D 6 of this RFP for provisions and requirements that must be completed prior to submittine a proposal. Attachment E 6 contains a checklist that must be completed and submitted to PUCT within 5 days of selection as the contractor but prior to the award of the contract.

4.9 Disclaimer.

The selected proposal will be incorporated into a contract prepared by the PUCT for signature by the contracting parties. The resulting contract shall contain, among others, the following provision:

"Contractor shall hold Agency harmless from and shall indemnify Commission against any and all claims, demands, and causes of action of whatever kind or nature

asserted by a third party and occurring or in any way incident to, arising out of, or in connection with wrongful acts of Contractor, its Agents, Employees, and Subcontractors, done in the conduct of the contract project."

5 PROCEDURES FOR SUBMITTING PROPOSALS

5.1 <u>Receipt of Proposals.</u>

To be considered the proposal must be filed under seal with the cover page on the outside, in project No. 20283 in THE AGENCY'S CENTRAL RECORDS BY 5:00 P.M., ON OR BEFORE JANUARY 14,1999 in order to be considered for provision of TRS. Documents should be addressed to the attention of

Mr. Ed Bosson Relay Texas Administrator

The PUCT Central Records department is open for filing Monday through Friday, 9:00 a.m. to 5:00 p.m., excluding holidays. The Central Records is located on the ground floor of the William B. Travis Building, 1701 North Congress (17th and North Congress, two blocks north of the capitol) in Room G-113, Austin, Texas 78701-1494.

The mailing address is:

Central Records, Room G-113
Public Utility Commission of Texas or
William B. Travis Building
1701 North Congress Avenue
Austin, Texas 7871 1-1494

PO Box 13326 Austin, Texas 7871 1-3326

ROTE: THE PUBLIC UTILITY COMMISSION OF TEXAS WILL NOT ACCEPT A U.S. POSTAL SERVICE POSTMARK AND/OR ROUND VALIDATION STAMP, MAIL RECEIPT WITH DATE OF MAILING STAMPED BY THE U.S. POSTAL SERVICE, A DATED SHIPPING LABEL, INVOICE OR RECEIPT FROM A COMMERCIAL CARRIER, OR ANY OTHER DOCUMENTATION AS PROOF OF RECEIPT OF ANY PROPOSAL. BIDDERS ARE ADVISED THAT THE PUBLIC UTILITY COMMISSION OF TEXAS ASSUMES NO RESPONSIBILITY, DUE TO ANY CIRCUMSTANCES, FOR THE RECEIPT OF A PROPOSAL AFTER THE DEADLINE TIME AND DATE ESTABLISHED IN THIS REQUEST FOR PROPOSAL.

5.2 Number of Proposal Copies.

Bidders should submit a proposal thar includes the information required by this Request for Proposal. One (1) master hard copy and ten (I0) hard copies of the

proposal must be submitted. The proposal must remain valid for at least 120 days after the proposal due date, and it must be signed **by** an official authorized to bind the Contractor to its provisions. The proposal must also contain a statement of compliance. Submission of a proposal constitutes agreement with the terms and conditions of this Request for Proposal.

FASCISMILE (FAX) OR ELECTRONIC TRANSMISSIONS OF PROPOSALS WILL NOT BE ACCEPTED UNDER ANY CIRCUMSTANCES.

5.2.1 CD-ROM or 3.5" Floppy Disk(s) Supplement.

If technologically possible for the bidders, they are to include a CD-ROM or 3.5" floppy disk(s) with the proposal with the understanding that the CD-ROM or disk(s) do not replace the hard copies. The CD-ROM or disk(s) must be the same as the master hard copy. CD-ROM or disk(s) will allow reviewers to copy the contents of the CD-ROM or disk(s) to the computer. The document shall be in Microsoft Word format 97.

5.3 Addenda to the Request for Proposal.

In the event that it becomes necessary to revise any part of this Request for Proposal, an addendum will be provided to each bidder that submits a letter of intent or who has requested a copy of the proposal from the PUCT. If the proposal due date has passed, an addendum will be provided to each bidder that submitted a proposal. Bidders will be allowed a minimum of ten (10) days to respond to any such addenda.

5.4 Proprietary Criteria.

Pursuant to §552.022(a)(3), information contained in a contract relating to the expenditure of funds by a government body is public information, unless otherwise excepted from required disclosure under expressly confidentials under other law.

6 OTHER REQUIREMENTS

All proposals in response to this Request for Proposal must meet the following conditions to be considered:

- 6.1 Proposals must be bound in a 3-ring binder.
- The current and future 8xx numbers used to call Relay Texas shall belong to Relay Texas. The incumbent TRS Provider will pass on the 8xx numbers to next contractor if a different TRS Provider is selected.
- Proposals must be submitted in a manner which does not carry any benefit, keepsake, or value for members of the review panel or which presents any logistical problem

for the members of the review panel to return the entire proposal to the PUCT

- Proposals that address only pari of the requirements contained in this Request for Proposal will not be considered for provision of TRS.
- 6.5 The PUCT reserves the right to reject any and all proposals,
- 6.6 The PUCT reserves the right **to** select the proposal containing the best bid considering the outcomes desired and offering the best value to Texas. The bidder shall furnish additional information that the Commission may reasonably require. The Commission's evaluation of the proposals shall include:
 - . Charges for the service;
 - ii. Service enhancements proposed and;
 - iii. Technological sophistication of the network proposed.
- 6.7 The bidder selected may not necessarily be funded for the full proposal price on mandatory-optional or desirable services if the Commission determines that a different price is more appropriate. The payment arrangement (one time or recurring fee, for example) for optional or desirable services submitted by the bidder is subject to negotiation by the PUCT.
- 6.8 Additions or replacements to the proposal will not be accepted after the closing date for receiving the proposal in the Central Records of the PUCT. Not withstanding the foregoing, if the Commission adds an addendum to the Request for Proposal after the proposal was submitted, then bidders may submit a proposal specifically addressing addendum.
- 6.9 The location of the TRS center(s) must be in Texas. However, the TRS Provider is allowed to reroute up to twenty (20) percent of the total traffic out to its other relay centers in other states if necessary to meet required average speed answer (ASA) and is cost effective. In addition, the TRS Provider can reroute up to 100% of emergency calls to other relay centers (including different TRS relay centers) if the circumstances so warrant. Special services such as Video Relay Interpreting (VRI), and Speech to Speech (STS) can be provided out of Texas if the bidder can clearly show the expense of such services are more cost effective at other locations. Special service call volume traffic does not have to be part of the 20% criteria.

However, when other considerations are equal. preference will be given to a contractor whose primary place of business is in Texas or who will manage the project wholly from its offices in Texas. Additionally, the Commission shall also give preference, among proposals that are otherwise comparable, to a proposal submitted by a HUB.